

Privacy Notice for Counselling and Coaching Services

Version: 1.0

Effective Date: 01 July 2026

Review Date: 01 July 2027

1. Purpose

Your privacy is important to me. You can be confident that any personal information you provide will be kept safe, secure, and used only for the purposes for which it was collected.

Path to Balance complies with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable privacy legislation.

This Privacy Notice explains:

- What information I collect
- Why I collect it
- How it is stored
- How long it is retained
- Who it may be shared with
- Your rights regarding your personal information

If you have any questions about this Privacy Notice, please contact me using the details below.

2. Data Controller

Path to Balance

Dr. Amber Gintare Andrews

ICO Registration Number: ZC114205

Email: dr.amber.mindset@gmail.com

Website: www.pathtobalance.co.uk

3. Information I Collect

Initial Enquiries

When you contact Path to Balance through the website enquiry form, I collect:

- Your name
- Email address
- Telephone number
- Reason for enquiry

This information is used to respond to your enquiry, determine whether my services are appropriate for your needs, and arrange an initial consultation if requested.

If you choose not to proceed with services, your enquiry information will normally be deleted within three months.

Clients

If you become a coaching or counselling client, I may also collect:

- Address
- Date of birth
- Emergency contact details
- GP details (where appropriate)
- Assessment and intake information
- Session notes
- Relevant health and wellbeing information shared during our work together

I only collect information that is necessary for providing safe and effective coaching and counselling services.

4. Why I Process Your Information

Your information is processed for the following purposes:

- To provide coaching and counselling services
- To arrange and manage appointments
- To communicate with you regarding services
- To maintain appropriate client records
- To fulfil professional, ethical, legal and safeguarding responsibilities
- To process payments

I only collect and process the minimum amount of personal information necessary to provide safe, ethical and effective counselling and coaching services.

5. Lawful Basis for Processing

Personal information is processed where necessary for the provision of coaching and counselling services and for the performance of our agreement.

Where health-related information is collected, this is treated as Special Category Data and is processed only where necessary for the provision of wellbeing, coaching or counselling services.

6. How Your Information Is Stored

Reasonable technical and organisational measures are taken to protect your information.

Information may be stored securely using:

- Wix (website and enquiry forms)
- Google Workspace (email and document storage)
- Stripe (payment processing)
- Zoom (online sessions)
- WhatsApp Business (client communication)

Access to your information is restricted to Dr. Amber Gintare Andrews and protected through passwords, secure devices, and appropriate security measures.

Where paper records are used, they are stored securely.

7. Third-Party Service Providers

To operate the practice effectively, I use trusted third-party providers who may process information on my behalf.

These include:

- Wix (website and enquiries)
- Google Workspace (email and administration)
- Google Drive (secure cloud storage)
- Cryptomator (encryption of confidential client records)
- Stripe (payment processing)
- Zoom (online sessions)
- WhatsApp Business (appointment communication)

These providers maintain their own privacy and security measures and process information in accordance with applicable data protection laws.

8. Confidentiality

Everything discussed during coaching or counselling sessions is treated as confidential.

Confidentiality may be broken only where:

- There is a serious risk of harm to yourself or another person
- There is a safeguarding concern involving a child or vulnerable adult
- Disclosure is required by law or court order

Where possible, this will be discussed with you first. Any disclosure will be limited to the information necessary to protect the individual concerned or to meet legal obligations.

9. Professional Supervision

As part of safe and ethical practice, I participate in professional supervision.

Client work may be discussed anonymously or with identifying information minimised wherever practicable.

10. Retention of Records

Clinical records are normally retained for seven years after counselling or coaching has ended, or until seven years after a client reaches the age of 18, whichever period is longer.

After this period, records will be securely deleted or destroyed.

11. Your Rights

Under UK GDPR, you have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request restriction of processing
- Request deletion of personal information where appropriate

- Object to processing in certain circumstances
- Withdraw consent where applicable
- Request a copy of information held about you
- Lodge a complaint with the Information Commissioner's Office (ICO)

Some rights may be limited where records must be retained to comply with legal, safeguarding, insurance or professional obligations.

12. Website Analytics

The Path to Balance website may use cookies and anonymous website analytics to understand how visitors use the website and to improve its functionality. This information does not normally identify individual visitors. Where required, consent will be requested in accordance with applicable privacy legislation.

13. Related Documents

This Privacy Notice should be read alongside:

- Counselling & Coaching Agreement
- Data Retention and Record Management Policy
- Safeguarding Policy
- Clinical Risk Management Policy

14. Contact Details

Path to Balance

Dr. Amber Gintare Andrews

Email: dr.amber.mindset@gmail.com

Website: www.pathtobalance.co.uk

Information Commissioner's Office (ICO)

Telephone: 0303 123 1113

Website: www.ico.org.uk

If you have any concerns about how your information is handled, please contact me in the first instance so that I can attempt to resolve the matter promptly.